

BAY AREA PROJECT

AGNEWS STAFF SUPPORT TEAM

FINAL REPORT

OCTOBER 2003

AGNEWS STAFF SUPPORT TEAM MEMBERS

Rozsa Romvari, Chairperson	Assistant Administrative Services Director
Angie Speulda	Residence Manager
Bonnie Rouleau	Food Service Supervisor
Carmen Tomek	Program Director
Chris Prendeble	Plant Operations
Debra Thompson	Residence Manager
Diana Tavares	Management Services Technician
Dr. Margaret Lowe	Podiatrist
Dr. Henry Pohler	Staff Psychologist
Emma Jiminez	Office Technician
Gordon Gill	Community Program Specialist
Jerry Johnson	Program Assistant
Joe Soliz	Residence Manager
Kimberly Ponder	Personnel Officer
Laurie Freeman	Senior Psychiatric Technician
Lee Carreiro	Residence Manager
Letha Savage	Residence Manager
Lisa Melhouse-Mills	Director of Dietetic Services
Manny Guzman	Health Services Specialist
Noemi Lao	Recruitment Officer
Pam Rainey	Program Assistant
Rebecca Flores	Equal Employment Opportunity Coordinator
Rebecca McGown	Labor Relations Coordinator
Richard Ballard	Food Service Supervisor
Roy Johnson	Residence Manager
Ruby Striplin	Senior Psychiatric Technician
Ruth Richey	Asst. to the Executive Director
Stuart Boling	Chief Engineer
Tamara Rodriguez	Standards Compliance Coordinator
Terry Reed	Office Technician
Timothy Hill	Nurse Instructor
Valerie Murphy	Individual Program Coordinator
Veronica Meza	Staff Services Analyst

AGNEWS STAFF SUPPORT TEAM CHARGE

Identify support and resources needed by Agnews' employees to develop their personal plans to maximize opportunities to utilize their expertise in future employment opportunities and to assure the provision of staff support systems during the transition process.

VALUES AND GUIDING PRINCIPLES

We Value Growth and Development

Each of us is in the process of growth. We provide opportunities that promote the development of employee's career objectives and opportunities that enhance job skills acquisition.

GUIDING PRINCIPLES

We communicate honestly and openly with each other by listening to all aspects of an issue before making decisions that could affect a person's life and the future of the organization.

1. We encourage each other to "go for" new opportunities by mentoring, teaching new skills, supporting choices, and challenges.
2. Identify and make available resources that assist staff in the development of personal plans that support the employee's objectives and maximize the impact of their expertise throughout the area.
3. Identify and assure the provision of staff support systems during the transition process.

SUMMARY OF TEAM PROCESS

Once the Staff Support Team was established we began a series of meetings with the express purpose of developing ideas to increase staff morale and retain employees at their current jobs. We wanted to expand on those ideas and make recommendations based upon those ideas.

One of our first concerns was determining how we could retain employees at the facility and minimize a "potential exodus." Since we had team members from various areas of the facility with different perspectives, it gave us a broad base of ideas and a truer sense and extent of concerns that we all faced. Some of those ideas included informing staff of other developmental centers' success with closures, consideration of hiring some part-time staff in the programs, building staff self-esteem and confidence through training sessions with outside vendors, letting staff know that the closure is still in the

proposal phase, and look at morale boosting activities that would formulate more solidarity amongst the staff.

Recognizing that we would only be beginning our task and that the real work would come at the point when an official announcement of the closure is made, the group decided that boosting staff morale was the first issue to be addressed. We again explored ideas on how to make this happen.

Along with the above task the group also felt that we needed to have additional information made available to staff who were contemplating retirement in the event of a closure, what staff may be out there talking about other job opportunities outside of state employment, transfers to other facilities not in jeopardy of closing, or career transitions and how that would look at this time.

Questions concerning the technical aspects of seniority points, SROA (State Restriction of Appointments) lists, potential lay offs, staff needs assessments, job availability in a faltering economy, and dwindling clientele at the center, required thinking beyond the parameters of our team. The Staff Support Team felt that this would be when the real work starts as we transition from stabilization and retention of staff to job placement strategies within other departments in the state service delivery system or to community-based employment opportunities. Agnews will have a career development center set up a year prior to closure, offering individualized assistance to staff in career planning, job search and related workshops.

The Department of Mental Health is opening a new facility in Coalinga. Phase I is scheduled to be operational around the same time Agnews is targeted for closure. The Executive Directors of both facilities have met to discuss a mutually beneficial plan to fill upcoming vacancies at Coalinga. Agnews is currently receiving job opportunities and exams for available positions at Coalinga.

The Staff Support Team is also in contact with Atascadero State Hospital and the Vacaville Correctional Facility regarding future employment opportunities for staff.

SUMMARY OF OUTCOMES AND RECOMMENDATIONS

Recommendations

1. Begin having activities/events that raise funds so that later freebies can be shared with staff at no additional cost.
2. In addition to the current sponsorship and career development, provide training to expand career opportunities for staff ensuring a smooth transition into new jobs.

3. Tee-shirt sales to give staff the opportunity to demonstrate their pride in their state employment at Agnews.
4. Develop a logo that is inspirational and states the direction that we are moving towards.
5. Create banners and display them for staff and the general public to read upon entering the campus.
6. Increase the number and type of registry staff employed by the facility.
7. Utilize more Retired Annuitants.
8. Establish a mentoring program for staff interested in promoting.
9. Post job opportunities in the private sector and with county and city governments.
10. Develop informational and job fairs.
11. Contact other state agencies for job opportunities and examinations.
12. Schedule baseball and volleyball games that promote camaraderie.
13. Coordinate family picnics and other events.
14. Set up an expanded career development center and training opportunities for resume writing, stress reduction, interviewing techniques, and one on one consultation addressing career planning and job searches.
15. Maintain close contact with the Department of Mental Health and Department of Corrections to provide transfer opportunity and/or participation on their examination process. The new facility in Coalinga slated for opening by Department of Mental Health may provide a wide range of job opportunities for Agnews' staff.

Outcomes

1. Since the closure proposal, staffing remains stable. The attrition rate for the first six months was 4.8 percent (attrition for the six months preceding the announcement was 6.2 percent).
2. Fundraising activities occurred. The fundraisers were, and continue to be, very successful.
Specific activities included:
 - a. BBQ for all staff to begin an account to purchase items as giveaways to staff;
 - b. Tee-shirt sale as a motivational tool for staff. Donations from CSEA and CAPT were received totaling \$600.
3. A new slogan was developed for the Agnews tee-shirt.
4. The tee-shirts have proven to be very popular among the staff.

5. Good staff participation in events that have been held since the inception of the group.
6. Staff is concerned about the future of our clients and the facility.

RECOMMENDATIONS IMPLEMENTATION PLAN

#	Task Name	Start Date	Due Date	Who
1	Tee-Shirt Fundraiser.	03/03	Ongoing	Rebecca Flores
2	Review official personnel files; bring seniority point verification and military duty form to the front.	05/01/03	10/01/03	Kimberly Ponder
3	Identify non-state agencies with PERS or STRS.	05/01/03	10/01/03	Rozsa Romvari
4	Identify all state agencies using the same classifications as Agnews.	05/01/03	10/01/03	Linda Pacheco Personnel
5	Invite PERS to provide information to staff planning to retire.	05/01/03	Quarterly	Linda Pacheco
6	Develop and finalize demotion charts.	06/01/03	12/31/03	Kimberly Ponder
7	Compute seniority scores for each staff.	08/01/03	12/31/03	Kimberly Ponder
8	Establish a contact with each state agency for exam and vacancy information.	08/01/03	01/01/04	Volunteers from the Staff Support Team/Noemi/Testing Staff
9	Begin retention incentive negotiations.	10/03 (approx.)		Headquarters
11	Offer information sessions on transfer eligibility taking exams with other agencies and how to find employment within State service.	01/01/04	Ongoing— Monthly. More often if requested.	Kimberly Ponder Linda Pacheco
12	Offer workshops on interviewing techniques.	01/01/04	Ongoing	Agnews' staff; EDD; State Training Center
13	Offer workshops on resume writing.	01/01/04	Ongoing	Agnews' staff; EDD; State Training Center

#	Task Name	Start Date	Due Date	Who
14	Establish career center where Personnel staff provides individualized assistance.	01/01/04	05/01/04	Veronica/Linda
15	Place employees on surplus list and assist staff with SROA forms.	07/01/04	07/04	Kimberly Ponder
16	Agnews' employees will receive priority to fill vacancies at other developmental centers.	07/01/04	Ongoing	Other developmental centers.
17	Organize Job Fairs at Agnews—invite employers (state, municipal, and private). We may consider separate fairs for LOC and Non-LOC staff.	01/01/05	Monthly	Volunteers from the Staff Support Team
18	Other developmental centers will hold positions for Agnews' employees selected to fill vacancies until closure.	01/01/05	Ongoing	Other developmental centers.
19	Invite the Employment Development Department (EDD) to provide information on unemployment and other assistance offered by EDD.	02/01/05	Every month	EDD
20	Separate Limited-Term appointees.		04/01/05	Kimberly Ponder
21	Issue lay-off notices.		05/01/05	Kimberly Ponder
22	Lay off employees and establish re-employment lists.		06/30/05	Kimberly Ponder

Demographics

1	Number of employees at Agnews	1388
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2	Percentage of full time	87%
	Percent of Part-Time	5.40%
	Percent of Intermittent	7.50%
	TOTAL	100%

3	Permanent Employees	1296
	Temporary/Limited Term	41
	Intermittent/Retired Annuitants	51
	TOTAL	1388

4	Percent of work force are women	49%
5	Youngest age is 19 (one is PTA the other is PTT)	2
6	The oldest employee is an 80 year old Occupational Therapist	1
7	The average age is	45
8	Employees aged 50 or more	44%
9	The majority of employees are in the 43-56 years age range	57%

10	Ethnicity data:	
	Caucasian	21%
	Hispanics	11%
	Filipinos	44%
	African-American	12%
	Asian	11%
	Other Ethnic Heritage	1%
	TOTAL	100%

11	Staffing breakdown:	
	Direct Care	59%
	Level of Care Professional	8%
	Non Level of care and administrative support	33%
	TOTAL	100%

12. Listed below are the excluded and bargaining units and the number of employees in each.

EXCLUDED EMPLOYEES		
Confidential (C01)	1	
Confidential (C04)	7	
Exempt	2	
E48	5	
E59	1	
E97	1	
M01	8	
M16	1	
M17	2	
M18	9	
S01	10	
S04	4	
S07	2	
S12	6	
S13	1	
S15	11	
S17	10	
S18	32	
S19	5	
S20	4	
Subtotal	122	
REPRESENTED EMPLOYEES		
R01 (Professional, Administrative, financial and Staff Services)	35	
R03 (Education and Library)	14	
R04 (Office and Allied)	70	
R07 (Protective Services and Public Safety)	13	
R09 (Professional Engineers)	2	
R10 (California Association of Professional Scientists)	1	
R11 (Engineering and Scientific Technicians)	2	
R12 (Craft and Maintenance)	38	
R13 (Stationary Engineer)	10	
R15 (Allied Services)	140	
R16 (Physicians, Dentists and Podiatrists)	19	
R17 (Registered Nurse)	219	
R18 (Psychiatric Technician)	463	
R19 (Health and Social Services/Professional)	93	
R20 (Medical and Social Services)	147	
Subtotal	1266	
Excluded employees	122	
TOTAL	1388	